



Attorney's Docket No.: 4704.P001

Patent

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

#38/E
3/4/03
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In Re Application of: Faber, et al.

Examiner: Susanna Meinecke-Diaz

Application No. 09/414,710

Art Unit: 2163

CPA Filed: October 2, 2001

CERTIFICATE OF MAILING

For: SYSTEM FOR PROVIDING
SERVICES IN REAL-TIME OVER THE
INTERNET

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0001 on 02/03/2003

Judy L. Steinkraus

Commissioner For Patents
Washington, D.C. 20231-0001

Commissioner For Patents
Washington, D.C. 20231-0001

AMENDMENT

Sir:

Sir:

Applicants respectfully request that the above-identified application be amended
as follows.

IN THE CLAIMS:

No amendments have been made to the claims and claims as currently pending
are as follows.

109. A method of connecting two parties in real time, the method comprising:

displaying a list of service providers to a customer via an internet connection with the
customer prior to the customer submitting a question;

Sub
1/4/03